



JOB POSTING

Manager, Outreach Programs (Contract to January 4th, 2019)

Full Time – 37.5 hours per week

\$45,000-50,000 per annum

OBJECTIVE: Manage the efficient operation of all outreach programs including leading staff, volunteers, students and resources as it pertains to the delivery of services to our clients. Current outreach programs include the Good Food Centre, Christmas Care program, Willow's Place, The 196 Afterschool Program, Community Kitchen Meal Program and Food Fit.

QUALIFICATIONS:

1. Post-secondary education in the area of humanities and/or Social Services or related field.
2. Combination of Management experience and knowledge of social services (2-3yrs preferred).
3. Solid understanding of social work principles & best practices including Trauma Informed Care, Client centered approaches and strength based service models
4. Strong interpersonal and communication skills and ability to lead others
5. Ability to deal professionally, co-operatively and diplomatically with a wide range of clients, service providers, colleagues and donors.
6. Experience working with marginalized individuals and an understanding of issues associated with isolation and poverty (homelessness, drug use, sex work, mental health and addiction, abuse and food insecurity)
7. Valid Driver's license
8. Committed to uphold the organization's mission, values and standards

KEY RESPONSIBILITIES:

1. Ensure effective delivery of both client and program services in accordance with the dept. budget and procedures as outlined by the Director.
2. Maintain accurate statistical records and provide reports to the Director and other depts.as required.
3. Provide on-going updates, analysis, and discussion with the Director as relevant to all outreach programs
4. Solicit, train and supervise both staff, students and volunteers
5. Represent Mission Services on various committees/coalitions within the community
6. To be proactive in connecting with community agencies re: partnerships/initiatives and to ensure the co-ordination and effectiveness of these services as they are offered
7. Provide front line support as needed
8. Promote continuous quality improvement on every level of programming
9. Meet regularly for team meetings with each program to debrief, problem solve, and plan for any future changes or additions to program
10. Create and compile data from client satisfaction surveys for each program on a yearly basis
11. Consult with the development team and director on potential grant proposals, potential innovative changes or additions to programs, as well as provide feedback for grant reports
12. Plan and implement new programs, as the opportunities arise
13. Engage with clients around program satisfaction and client complaints/concerns
14. Ensure Mission Services workplace health and safety policies and procedures are followed at all times; Take every precaution reasonable in the circumstances for the protection of staff and volunteers. Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times.

NECESSARY TRAINING:

1. WHMIS Training
2. Standard First Aid and CPR
3. Crisis Prevention Intervention Training (CPI)
4. AODA Training
5. Safe Food Handlers Certification
6. Positive Space Training

Only those selected for an interview will be contacted; no phone calls please.

Please submit a résumé with cover letter by March 8th, 2018 to:

Mission Services of Hamilton, P.O. Box 368, Hamilton, ON, L8L 7W2

Or e-mail to HR@mission-services.com

Mission Services is an equal opportunity employer

In accordance with the Accessibility for Ontarians with Disabilities Act, Mission Services is committed to accommodating individual needs of applicants with disabilities throughout the recruitment process. Please call Human Resources at 905-528-5100 Ext. 3115 or email at ecowan@mission-

[services.com](https://www.services.com), if you require an accommodation to ensure your equal participation during the recruitment and selection process.